GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:6735
ANSWERED ON:08.05.2003
FUNCTIONING OF COUPON VALIDATING MACHINES
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Will the Minister of RAILWAYS be pleased to state:

(a) whether Central Railway has recently conducted survey in the year 2003 regarding functioning of Coupon Validating Machines ;

(b) whether in the Western and Central Railway suburban stations, the commuters are compelled to stand in queue twice first to purchase coupon and then get it rubber stamped due to non-functioning of the machine;

(c) if so, the expenditure of installation and maintenance of these machines on Central Railway; and

(d) the measures being taken to help the commuters ?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a): Yes, Sir.

(b): Some machines do intermittently fail due to some technical problems or due to insertion of foreign materials by urchins. On such occasions, passengers get the coupons manually stamped from the booking counters or ticket checking staff before commencing the journey for which they get priority.

(c): The cost of this machine is Rs.29,651/- per machine and the total value of annual maintenance contract for the machines installed on Central Railway is Rs.10,62,600/-.

(d): The following steps are being taken to improve the functioning of Coupon Validating Machines (CVMs):_

(i) The working of CVMs is being monitored on day-to-day basis at various levels

(ii) Concerned staff has been instructed to personally attend minor failures like paper jam, presence of foreign particles in the CVMs etc. and rectify them immediately.

(iii) In case of major faults, staff has been instructed to call the engineers on phone from the company to whom Annual Maintenance Contract has been awarded, to attend the machine immediately.

(iv) Notice boards have been displayed at the stations to educate the passengers regarding operation of CVMs.